

**Marked-Up Listing of the Claims**

1. (Currently Amended) A method for organizing related communication messages ~~communications in databases, the method~~ comprising:

receiving ~~at least one~~ a first extensible markup language [[XML]](XML)-based communication message from ~~at least one~~ a first communication device associated with a first user;

~~using comparing one or more a received XML tag tags within from the at least one~~ first XML-based message to one or more references, wherein each reference is associated ~~with one or more~~ identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message previous messages;

~~selecting a reference that most closely matches one or more of the XML tags;~~

converting the ~~received message~~ first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message ~~at least one database associated~~ ~~with the matching reference~~; and

causing the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message ~~a first database when the reference is associated with~~ ~~the first database or a second database when the reference is associated with the second~~ ~~database.~~

2. (Currently Amended) The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message received message and a previous message corresponding to the selected reference are substantially related to a same topic one another.
3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.
4. (Currently Amended) The method as in claim 1, further comprising:
  - converting a [[next]]third XML-based communication message into a same format as the converted message when the [[next]]third XML-based communication message has one or more XML tags that match the XML tags of ~~a previous~~the first XML-based communication message; and
  - forwarding the [[next,]] converted third XML-based communication message to a database associated with the converted message.
5. (Currently Amended) The method as in claim 1, wherein the ~~at least one received~~first XML-based message comprises a Document Type Definition [[("DTD")]].
6. (Currently Amended) The method as in claim 1, further comprising:
  - selecting an initial database when ~~no reference most closely matches one or more of the XML tags of the received message~~the second XML-based communication message is not identified;
  - converting the ~~received~~first XML-based communication message into a format corresponding to the selected, initial database; and

forwarding the converted first XML-based communication message to the selected, initial database.

7. (Currently Amended) The method as in claim 1, further comprising: forwarding ~~[[an]]the first XML-based communication message comprising a DTD to the at least one first~~ communication device when the first XML-based communication message comprises a Document Type Definition.

8. (Currently Amended) The method as in claim 1, wherein the ~~at least one first~~ communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

9. (Currently Amended) The method as in claim 1, wherein the ~~database~~ format of the one of the first or second database that stores the second XML-based communication message comprises ~~[[is]]~~ at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

10. (Currently Amended) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a ~~DTD~~ Document Type Definition to a mediation web server.

11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.

12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet

message to a customer agent.

13. (Currently Amended) The method as in claim 1 wherein the ~~at least one~~first XML-based communication message is received from a customer agent.

14. (Currently Amended) A system for organizing related ~~communications in databases,~~  
~~the system~~communication messages comprising:

a mediation web server operable to:

receive ~~at least one~~a first XML-based communication message from ~~at least one~~a first communication device associated with a first user;

~~use~~ compare one or more a received XML tags with tag from the first XML-  
based communication message to one or more references, wherein each reference is  
associated with one or more identify a second XML-based communication message  
stored in one of a first database or a second database, the second XML-based  
communication message having been previously received from the first user, the first  
XML-based communication message being of a different communication medium  
than the second XML-based communication message ~~previous messages~~;

~~select a reference that most closely matches one or more of the XML tags~~;

convert the ~~received message~~first XML-based communication message into a  
converted message having a format associated with the one of the first or second  
database that stores the second XML-based communication message ~~at least one~~  
~~database associated with the matching reference~~; and

cause the converted message to be stored in association with the second XML-  
based communication message in the one of the first or second database that stores the  
second XML-based communication message ~~a first database when the reference is~~

~~associated with the first database or a second database when the reference is associated with the second database.~~

15. (Currently Amended) The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message received ~~message and a previous message corresponding to the selected reference~~ are substantially related to ~~one another~~ a same topic.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

convert a ~~[[next]]~~ third XML-based communication message into a same format as a previously converted message when the ~~[[next]]~~ third XML-based communication ~~message's~~ message has one or more ~~an~~ XML tags ~~match~~ tag that matches the XML ~~[[tags]]~~ tag of ~~a previous~~ the first XML-based communication message; and

forward the ~~[[next,]]~~ converted third XML-based communication message to ~~a same database associated with the previously converted message~~ to the one of the first or second database.

18. (Currently Amended) The system as in claim 14, wherein the ~~at least one~~ received first XML-based message comprises a Document Type Definition ~~[[("DTD")]]~~.

19. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

select an initial database when ~~no reference most closely matches one or more of the XML tags of the received message~~the second XML-based communication message is not identified;

convert the ~~received~~first XML-based communication message into a format corresponding to the selected, initial database; and

forward the converted first XML-based communication message to the selected, initial database.

20. (Currently Amended) The system as in claim 14, wherein the web server is further operable to: forward ~~[[an]]the first XML-based communication message comprising a Document Type Definition ("DTD") to the at least one~~first communication device when the first XML-based communication message comprises a Document Type Definition.

21. (Currently Amended) The system as in claim 14 wherein the ~~database~~ format of the one of the first or second database that stores the second XML-based communication message comprises ~~[[is]]~~ at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Currently Amended) The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication

control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. (Currently Amended) A method as defined in claim 1, wherein ~~comparing the one or more XML tags within the at least one XML-based message to the one or more references~~ using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:

extracting a first portion of data stored in the ~~at least one~~ first XML-based communication message;

retrieving a second portion of data associated with the ~~one or more previous messages~~ second XML-based communication message; and

determining if the first portion and the second portion match.

30. (Currently Amended) A method as defined in claim 1, wherein ~~comparing the one or more XML tags within the at least one XML-based message to the one or more references~~ using the received XML tag from the first XML-based message to identify the second XML-based communication message is performed before ~~the~~ converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

**Please add the following new claims:**

31. (New) A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. (New) A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. (New) A method as defined in claim 1, further comprising:  
retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and  
sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.

**Clean Listing of the Claims**

What is claimed is:

1. A method for organizing related communication messages comprising:  
receiving a first extensible markup language (XML)-based communication message from a first communication device associated with a first user;  
using a received XML tag from the first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message;  
converting the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message; and  
causing the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message .
2. The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic .
3. The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.

4. The method as in claim 1, further comprising:  
converting a third XML-based communication message into a same format as the converted message when the third XML-based communication message has one or more XML tags that match the XML tags of the first XML-based communication message; and  
forwarding the converted third XML-based communication message to a database associated with the converted message.
5. The method as in claim 1, wherein the first XML-based message comprises a Document Type Definition.
6. The method as in claim 1, further comprising:  
selecting an initial database when the second XML-based communication message is not identified;  
converting the first XML-based communication message into a format corresponding to the selected, initial database; and  
forwarding the converted first XML-based communication message to the selected, initial database.
7. The method as in claim 1, further comprising: forwarding the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.
8. The method as in claim 1, wherein the first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

9. The method as in claim 1, wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
10. The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a Document Type Definition to a mediation web server.
11. The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.
12. The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.
13. The method as in claim 1 wherein the first XML-based communication message is received from a customer agent.
14. A system for organizing related communication messages comprising:
  - a mediation web server operable to:
    - receive a first XML-based communication message from a first communication device associated with a first user;
    - use a received XML tag from the first XML-based communication message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based

communication message being of a different communication medium than the second XML-based communication message ;

convert the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message ; and

cause the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message.

15. The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic.

16. The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. The system as in claim 14, wherein the web server is further operable to:  
convert a third XML-based communication message into a same format as a previously converted message when the third XML-based communication message has an XML tag that matches the XML tag of the first XML-based communication message; and  
forward the converted third XML-based communication message to the one of the first or second database.

18. The system as in claim 14, wherein the first XML-based message comprises a Document Type Definition .

19. The system as in claim 14, wherein the web server is further operable to:  
select an initial database when the second XML-based communication message is not identified;  
convert the first XML-based communication message into a format corresponding to the selected, initial database; and  
forward the converted first XML-based communication message to the selected, initial database.
20. The system as in claim 14, wherein the web server is further operable to: forward the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.
21. The system as in claim 14 wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
22. The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.
23. The system as in claim 22, wherein the communication control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.
24. The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:  
extracting a first portion of data stored in the first XML-based communication message;  
retrieving a second portion of data associated with the second XML-based communication message; and  
determining if the first portion and the second portion match.

30. A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message is performed before converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

31. A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. A method as defined in claim 1, further comprising:

retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and

sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.